GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

W.D. & C.W. – POSHAN Abhiyaan – Citizen Engagement and Grievance Redressal Mechanism under POSHAN Abhiyaan in Andhra Pradesh – Toll Free Number:14408 - Appointment of Grievance Redressal Officers at State, District and Block level and Constitution of Redressal Committees at District and State Level for implementing Citizens Engagement and Grievance Redressal Mechanism under POSHAN Abhiyaan – Orders - issued.

DEPT., FOR WOMEN, CHILDREN, DIFFERENTLY ABLED & SENIOR CITIZENS (PROG.I)

G.O.RT.No. 149 Dated: 29-07-2020.

Read the following:-

1. Letter F.No.NNM/7/2017-WBP, Ministry of Women & Child Development, Govt. of India, Dated 18-12-2017.
2. Letter F.No.NNM/7/2017-WBP, Ministry of Women & Child Development, Govt. of India, Dated 26-02-2018.
3. Letter F.No.WBP-27/1/2017-WBP, Ministry of Women & Child Development, Govt. of India, Dated 27-04-2018.
4. G.O.Rt.No.70, Dept., for W.C.D.A. & S.Cs. (Prog.I), dated 06-04-2018.
5. G.O.Rt.No.168, Dept., for W.C.D.A. & S.Cs. (Prog.I), dated 17-09-2018.
6. D.O. Letter No.PA/43/2019-CPMU (e-69610), the Executive Director,POSHAN Abhiyaan, NNRC-CPMU, Ministry of Women & Child Development, Govt. of India, New Delhi, Dated 25-03-2019.
7. From the Director, W.D. & C.W., Guntur, Letter No.WCD&SC-13/15/2018-PROGS-I SEC-WCD&SC/ POSHAN Abhiyaan, dated 25-04-2020.

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ORDER:

The Government of India vide Letters 1st to 3rd read above**,** approved setting up a National Nutrition Mission (POSHAN Abhiyaan) and issued guidelines for implementation of National Nutrition Mission (POSHAN Abhiyaan) with a vision of 'Mission-25 by 22' to reduce the country's stunting from 38.4% (NFHS-4) to 25% by 2022. The goal of POSHAN Abhiyaan is to improve the nutritional status of children 0-6 years, adolescent girls, pregnant women and lactating mothers in a time bound manner by adopting synergized efforts with all line departments in a result-oriented approach. It will strive to reduce the level of stunting, undernutrition, anemia and low birth weight babies. Accordingly, vide G.Os. 4th and 5th read above, Government issued administrative sanction orders for implementation of National Nutrition Mission (POSHAN Abhiyaan) in all the 13 districts in Andhra Pradesh.

2. The Executive Director, Ministry of Women & Child Development, Govt. of India, New Delhi, vide Letter 6th read above, informed that their Ministry established a call Centre (Helpline) for grievance redressal as well as for monitoring and interventions under POSHAN Abhiyaan. In this regard, Department of Telecommunications (DoT) issued short code "14408" for POSHAN Abhiyaan Helpline. The Govt. of India issued Standard Operating guidelines on Citizen Engagement and Grievance Redressal Mechanism.

3. One of the key components under the POSHAN Abhiyaan is to strengthen existing citizen engagement and grievance redressal system for the ICDS scheme and programs. The primary objective of this system is to provide an easily accessible platform to beneficiaries to reach out to program officials with grievances, queries, and suggestions. This two-way engagement between the beneficiaries, the Anganwadi Workers and the program functionaries is expected to improve program outreach and delivery by facilitating accountability on the supply side while improving knowledge of services among the beneficiaries and the community on the demand side. The system will include both a Call-in function and Call-out Function

P.T.O.

- A ‘call-in’ function where beneficiaries and frontline workers can call the toll-free number ‘14408’ and register complaints regarding service availability and quality; and
- A ‘call-out’ function where beneficiaries identified through the ICDS-CAS as being severely undernourished and those reaching critical nutritional milestones are followed up periodically and encouraged to access services. In addition, calls will also be made to ICDS functionaries who are identified as lagging in service delivery or required to be further motivated towards quality delivery of prescribed services.

I. Objectives of the call center are as follows:

- Capture feedback of care seeking women and their family members, AWW, ANM, ASHA and other stakeholders with respect to services provided.
- Support management of grievances associated with POSHAN Abhiyaan as per defined protocols through registration, acknowledgment, escalation, resolution, and feedback.
- Indirectly support beneficiaries while directly working with AWW, ANM, and ASHA to encourage and support them in enhancing the quality and quantity of service delivery.
- Serve as a reference point for POSHAN Abhiyaan, Ministry of Women & Child Development (corresponding to feedback and inputs from beneficiaries and functionaries) and other Government departments working towards improving nutrition status in the country.
- Resolve queries of beneficiaries with respect to entitlement, benefits, enrollment, process for availing benefits etc. under POSHAN Abhiyaan.

II. Call Centre “14408” toll-free number for CEGRCC and Customer- Relationship Management (CRM):

- The Citizen Engagement and Grievance Redressal Call Centre (CEGRCC) is a centralized Call Centre under the Ministry of Women and Child Development (MWCD), Government of India.
- Data obtained from the Call Centre through the ‘Customer-Relationship Management’(CRM) application will be able to provide the department, program functioning status based on callers feedback, the key issues/grievances that are arising, the number of beneficiaries reached and follow up actions undertaken by concerned officials and ICDS functionaries.

4. Accordingly, the Director, W.D. & C.W., Guntur, in her letter 7th read above, sent a proposal and requested to appoint Redressal Officers at Block, District and State level and also to constitute Redressal Committees at District and State Level for implementing Citizens Engagement and Grievance Redressal Mechanism under POSHAN Abhiyaan.

5. After careful examination of the matter, Government hereby appoint the Grievance Redressal Officers at State, District and Block level and constitute the Redressal Committees at State/ District level as follows:-

(1) Redressal Officers.

1	State Grievance Redressal Officer (SGRO)	Joint Project Coordinator (JPC)-POSHAN Abhiyaan
2	District Grievance Redressal Officer (DGRO)	Project Director, District Women & Child Development Agency.
3	Block Grievance Redressal Officer (BGRO)	Child Development Project Officer (CDPO)

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(2) Redressal Committees at State and District level:

(I) **State Grievance Redressal Committee** (SGRC):

1	Commissioner/ Director of W.D. & C.W., Guntur.	Chairperson
2	Representative of the Commissioner of Maternal & Child Health.	Member
3	Representative of the Commissioner of Panchayat Raj	Member
4	Representative of the Commissioner of Rural Development	Member
5	Representative of the Commissioner of Health & Family Welfare.	Member
6	Representative of the Commissioner of Labour	Member
7	Representative of the Commissioner of Tribal Welfare	Member
8	Representative of the Commissioner of Civil Supplies.	Member
9	Representative of the Commissioner of MA&UD	Member
10	Representative of the Commissioner of School Education.	Member
11	Representative of the Commissioner of Rural Water Supplies	Member
12	The State Grievance Redressal Officer (SGRO)	Convener

- The SGRC may invite other experts for their inputs on specific cases.

(II). **District Grievance Redressal Committee** (DGRC):

1	The District Magistrate or an officer of the rank of Additional District Magistrate.	Chairperson
2	The District Grievance Redressal Officer (DGRO)	Convener
3	The District CMO/CMOH/DM&HO/DHO.	Member
4	The District Panchyat Officer (DPO), Panchyat Raj & Rural Development Dept	Member
5	The DM & HO – Health & Family Welfare	Member
6	The District level officer of Labour Department	Member
7	The PO, ITDA, Tribal Welfare Dept,	Member
8	The District Manager, Civil Supplies Dept,	Member
9	The PD, MEPMA, MA&UD Dept,	Member
10	The DEO, School Education Dept.	Member
11	The SE(Superintending Engineer), Rural Water Supplies.	Member

- The DGRC may invite other experts for their inputs for specific cases.

(3). FUNCTIONS:

(I) ***The State Grievance Redressal Officer (SGRO)*** shall perform the following functions***:***

- Overall responsibility of complaint resolution of the state within timelines.
- Review grievance records of the state through login provided from Central Call Centre.
- Conduct grievance redressal proceedings as required for the district authorities.
- If required, call for hearings and representations from the parties concerned while determining the merits and demerits of a case.
- Adjudicate and issue final orders on Grievances.
- Resolve the issue and update the Call Centre System.
- If not resolved, escalate to SGRC.
- Convene meetings of SGRC and issue minutes.
- Issue orders on Grievance Management as per the decision of SGRC.

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- Report to CPMU at MWCD as and when required.
- Attend the meetings at the national level, if required.

(II). The District Grievance Redressal Officer (DGRO) shall perform the following functions***:***

- Review grievance records of the District through login provided from Central Call Centre.
- Conduct grievance redressal proceedings as required under their jurisdiction.
- If required, call for hearings and representations from the parties concerned while determining the merits and demerits of a case.
- Adjudicate and issue final orders on grievances.
- Resolve the issue and update the Call Centre system.
- If not resolved, escalate to DGRC.
- Recommend DGRC to issue final orders on grievances.
- Report as and when required by SGRO and SGRC.
- Convene and attend DGRC meetings, if called.

(III) The State Grievance Redressal Committee (SGRC) shall perform all functions related to handling and resolution of all grievances received either directly or escalated through the DGRC. The specific functions will include:

1. Oversee grievance redressal functions of the designated officers and DGRC including but not limited to monitoring the turnaround time for grievance redressal.
2. Act as an 'Appellate Authority' for appealing against the orders of the DGRC.
3. Perform all tasks necessary to decide on all such appeals within 30 days of receiving such appeal.
4. Designate DGRO at each district.
5. Monthly report to Central Program Management Unit (CPMU) at MWCD on compliances.

(IV) The District Grievance Redressal Committee (DGRC) shall perform all functions related to handling and resolution of grievances within their respective Districts. The specific functions will include:

1. Review grievance records and check the compliances.
2. Designate Block Grievance Redressal Officer (BGRO) for redressal and supervise grievance redressal with their jurisdiction.
3. Issue necessary orders to manage the grievance management.
4. Ask DGRO to call for additional information as required either directly from the complainant or from the concerned agencies/individual directly or indirectly associated with the POSHAN Abhiyaan.
5. In case of grievances that need urgent redressal, develop internal mechanisms for redressing the grievances within the shortest possible time, which could include but not be limited to convening special meetings of the DGRC.
6. In case DGRC realizes the requirement, officer at the same level of another jurisdiction shall be appointed to resolve cases on a requirement basis.
7. The DGNO will convene a meeting every month, record the minutes and issue the same.
8. The cases which cannot be resolved at District level will be forwarded to State- Level Officer.
9. Monitor the grievance database to ensure that all grievances are resolved within 30 days.
10. Escalate the issues/complaint to SGRC which cannot be solved at the District level.
11. Monthly report to SGRC on compliances.

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(4) **Frequency of meetings:**

(i) The State Grievance Redressal Committee (SGRC) meets every month to discuss the progress and resolve any challenges. The minutes of the meeting should be shared with the NGRO every month.

(ii) The District Grievance Redressal Committee (DGRC) meets every month to discuss the progress and resolve any challenges. The minutes of the meeting should be shared with the State Grievance Redressal Officer every month.

6. The Director, W.D. & C.W., Guntur, shall take further necessary action in the matter, accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

A.R.ANURADHA
PRINCIPAL SECRETARY TO GOVT.,

To
The Director, W.D. & C.W., Guntur.
The Chairperson/Members of the State Grievance Redressal Committee (SGRC)
The Chairperson/Members of District Grievance Redressal Committees (DGRC)
The State Grievance Redressal Officer (SGRO)
The District Grievance Redressal Officers (DGRO)
The Block Grievance Redressal Officers (BGRO)

through the Director, W.D.& C.W., Guntur.

Copy to:
The P.S. to M(W&CW).
The P.S. to Prl. Secy. to Govt., Dept., for WCDA & SCs.
Sf/Scs.

// FORWARDED::BY ORDER //

SECTION OFFICER